



Data and Privacy File Guides

AppleCare: Business Chat Support Transcripts

April 2019

File name Business Chat Support Transcript.txt

File description Transcript of the Business Chat Support interaction between the customer and Apple

Why Apple keeps this information Transcripts are retained to ensure the quality of the Apple customer support experience for users.

Field Name	Details
Apple ID Number	Apple account identifying number
Conversation Start Time	Time at which the Business Chat started
Conversation End Time	Time at which the Business Chat ended
Customer	Content that the customer sent to Apple during the chat
Apple	Content that Apple sent to the customer during the chat